



STATE AND CONSUMER SERVICES AGENCY

# SCSA NEWS

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## SECRETARY'S MESSAGE

This has been an exciting year for the State and Consumer Services Agency and its departments, boards and commissions. Under the leadership of Governor Arnold Schwarzenegger, the Agency has seen many of its initiatives come to fruition. I am pleased to update you on some recent developments.

Under an Executive Order from the Governor to reduce energy consumption in public buildings by 20% by 2015, our Green Action Team signed an agreement to provide energy-saving enhancements. Under the agreement, Pacific Gas & Electric and Southern California Edison will pay for engineering studies at three buildings and DGS will invest up to \$20,000 per

building to make recommended improvements.

To increase the responsiveness of state agencies, SCSA has held two customer service workshops to share information about standards of customer service with entities under the Agency's jurisdiction. More efforts are being planned as the departments' progress shows great promise.

Launched by the Governor in March, the *Help California Breathe Easier* campaign continues to help citizens understand the harmful health effects of pollution. With participation at



community outreach events, targeted postcard notifications to vehicle owners and a new focus on earned media, the campaign is helping to get more high-polluting cars off the road. And, a new print ad began running in trade and community publications across the state.

On February 23, 2006, we will present the second Identity Theft Summit in Los Angeles. The event will provide training for interested parties to effectively combat identity theft.

As you can see, we remain busy and focused on the many projects aimed at serving Californians, just to mention a few.

— Fred Aguiar

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## IDENTITY THEFT PREVENTION REMAINS A TOP PRIORITY FOR SCHWARZENEGGER ADMINISTRATION



Peter Siggins, Governor Schwarzenegger's Interim Chief of Staff, makes comments after being presented with the Identity Theft Summit Report

In September, Secretary Aguiar formally presented to the Office of the Governor the report from the Administration's first Identity Theft Summit, listing recommendations for combating the nation's top crime against consumers. "Stepping up consumer education in

identity theft prevention and providing training for law enforcement are key recommendations in the Identity Theft Summit report, and we've boosted the budget for the California Office of Privacy Protection to help make this

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## STATE PERSONNEL BOARD INITIATIVES: WORKFORCE PLANNING AND PERSONNEL MANAGEMENT

**Workforce Planning**

As California's aging workforce retires, the State is facing a human resource crisis.

Thirty-four percent, or more than 70,000 State employees (out of 208,000), will be eligible to retire in the next five years. Some independent studies have estimated that this number could be much higher, ranging as high as forty nine percent.

An estimated one  
in three state  
employees are set  
to retire by 2010

It is imperative that State departments immediately begin workforce planning efforts to address this looming crisis.

The State Personnel Board sponsored a Workforce Planning Conference on December 2, 2005. Speakers included representatives from the State of New York, East Bay Municipal Utility District

and CalPERS.

The event was held in Sacramento at the Department of Health Services East End Auditorium.

For more information, please visit the SPB website at [www.spb.ca.gov](http://www.spb.ca.gov).

**Personnel Management**

As discussed in the California Performance Review (CPR) Report, the dual personnel management system maintained by the State Personnel Board (SPB) and the Department of Personnel Administration (DPA) causes confusion about the two entities' roles. SPB is responsible for enforcing the State's merit system and DPA represents the State in collective bargaining with State employee labor unions. DPA also oversees bargaining unit contract administration, hears non-merit statutory appeals and contract grievances, and administers employee benefit programs and the State's job classification plan.

**Good news...**

As our customers expectations for increased services online rises along with their expectations for efficiency and automation, SPB and DPA have recognized the need for continual improvement of our online systems to meet those needs. To meet the challenge, SPB and DPA have undertaken the task of identifying the expectations and experiences of our user groups to best provide them with a targeted, personalized customer experience that helps meet their individual goals. Since June of this year, SPB and DPA have worked jointly on the Human Resources Internet Portal Project. As this study was completed at the end of October 2005, SPB and DPA will now be moving forward in the development of a new single Human Resources Portal—realizing the vision of a centralized portal as a virtual workplace information resource and job marketplace. As our aging workforce retires, this new website will provide an attractive job search tool to draw new employees, easy to find information for newly recruited employees, and the needed resources for the changing management team and their staff.

## STRATEGIC SOURCING HELPS CALIFORNIA SAVE MONEY

Over the last few months, the California Strategic Sourcing Initiative has continued to help the State of California get better values on the goods and services purchased every day. The latest victories come in the area of pharmaceuticals where the state expects to save \$10 million over two years for drugs used in state institutions.

The Department of General Services (DGS) has also recently signed contracts for purchasing copy machines, where the State expects to save \$20 million over the next two years, and for certain technology items, where the State expects to save more than \$63 million over the next three years.

Taken together, the strategically sourced contracts awarded so far are projected to

save taxpayers more than \$150 million over the next three years.

"Every successful procurement further reinforces our commitment to strategic sourcing," says DGS Director Ron Joseph. "This improved method is not only reducing the costs of goods and services we buy every day—it is also allowing the State to reap the benefits of simplified ordering and improved service. That creates efficiencies in State operations and allows departments to spend more of their time and effort providing service to the public."

"Making government more efficient is something that's easy to talk about and

hard to achieve, but strategic sourcing is making it happen," he added. In the coming months, opportunities for even more savings are anticipated as

competitively bid contracts are awarded for janitorial and industrial supplies, medical and surgical supplies, and pharmaceuticals. These too are expected to help the State

maintain or improve public services in a time of ongoing budget challenges.

In addition to securing some tremendous savings, California has taken several steps to ensure that small businesses are in a position to compete for these new contracting opportunities.



(Continued on page 4)

## DFEH CELEBRATES 25 YEARS OF PROTECTING THE CIVIL RIGHTS OF CALIFORNIANS

"CALIFORNIA  
IS RICH WITH  
DIVERSITY AND  
WE SHOULD  
EMBRACE THE  
MANY  
DIFFERENCES  
FOUND  
THROUGHOUT  
OUR SOCIETY."

—DFEH  
DIRECTOR  
SUZANNE  
AMBROSE



DFEH Director Suzanne Ambrose is joined by SCSA Secretary Fred Aguiar and Assembly Members Garcia, Jones and Niello at a press conference on the State Capitol steps

The California Department of Fair Employment and Housing (DFEH) celebrated the 25th Anniversary of the Fair Employment and Housing Act (FEHA) which established the department as the State's civil rights enforcer.

In proclaiming October 18, 2005, as "Fair Employment and Housing Day" in California, Governor Schwarzenegger announced to California residents the State's commitment to protecting the civil rights of Californians.

"Californians have the right to live and work without the fear of discrimination," said State and Consumer Services Secretary Fred Aguiar. "We must do everything we can to educate and remind the public about avoiding unfair treatment of our fellow citizens. Sometimes, even unintentional acts end up crossing the line because of a lack of awareness and understanding of the law."

The DFEH also launched a public awareness campaign to help educate Californians about how to help prevent

discrimination. The effort includes radio public service announcements and printed materials to be distributed to businesses and the public.

"California is rich with diversity and we should embrace the many differences found throughout our society," said DFEH Director Suzanne Ambrose. "The Department is committed to preventing discrimination through education and ensuring through enforcement that everyone has an opportunity to seek, obtain, and hold employment and housing without discrimination."

In 1980, the FEHA was passed establishing the DFEH and the Fair Employment and Housing Commission as the State's civil rights enforcement agencies.

The DFEH investigates and prosecutes allegations of discriminatory practices in employment, housing, and public accommodations, and discriminatory practices involving hate violence.

During Governor Schwarzenegger's tenure, the FEHA has been further strengthened. Last year, the Act was amended to require



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## P. K. AGARWAL APPOINTED DIRECTOR TO DEPARTMENT OF TECHNOLOGY SERVICES



Secretary Aguiar administers the oath of office to P.K. Agarwal, Director of the Department of Technology Services (DTS)

The creation of the Department of Technology Services (DTS) was proposed by Governor Schwarzenegger and approved by the Legislature in July 2005 and consolidated the Stephen P. Teale, the Health and Human Services Data Centers and the Department of General Services' Office of Network Services under the jurisdiction of the State and Consumer Services Agency. In October, P.K. Agarwal was appointed by Governor Arnold Schwarzenegger to lead DTS, which serves the technology needs of executive branch agencies throughout the

State.

"P.K.'s understanding of California's information technology systems and experience in State government, combined with his expertise in state and local government technology infrastructure, provide him with a fantastic foundation to lead this new department and its unique challenges," said Governor

Schwarzenegger. "He shares my dedication to ensuring State government is efficient,

effective and responsive to the people of California. I am confident that under his direction, the Department of Technology Services will successfully consolidate and modernize California's information technology system for the future of our State."

Agarwal has more than 15 years of experience as a chief information officer in both the public and private sectors. Prior to accepting his position, he was vice president of ACS, Inc. since 2003 where he worked with state and local governments to help transform

information technology. He also served as executive vice president and chief information officer for NIC, Inc. for three years. From 1996 to 2000 Agarwal was chief information officer for the Franchise Tax Board and from 1984 to 1996 he was Chief of the Office of Information Services within the Department of General Services. Agarwal began his career as a management consultant and customer manager for EDS Corporation from 1975 to 1978.

Agarwal has also been active in the information technology community, serving in various positions. Currently, he serves as a member of the National Electronic Coordinating Council Board. He has received many awards and honors for his work including the Lifetime Achievement Award by the California Information Technology Manager Academy.

"I am honored Governor Schwarzenegger has asked me to return to State service to lead the new Department of Technology Services, designed to streamline and coordinate California's information technology services," said Agarwal. "I look forward to working with the Governor to solve the complex information technology tasks facing our State."

## STRATEGIC SOURCING (CONT'D)

*(Continued from page 2)*

One important step is a requirement that prime suppliers meet or exceed the state's goals for small and disabled veteran business enterprise participation. As a result, many of the winning bidders are committed to subcontracting at least 25 percent of their contracts to California-certified small businesses, and three percent to Disabled Veteran Business Enterprises (DVBE).

"We take tremendous pride in the savings and the small business and DVBE



participation we have achieved to date, and we continue to work to expand those benefits to other areas of State purchasing," Joseph said.

In addition, the Department of General Services has sponsored a series of "partnering workshops" to facilitate the building of business relationships between small firms and prime vendors on a category-by-category basis. Where applicable, these partnering workshops have coincided with bidders' conferences, with dozens of small businesses taking part. The result has been a series of success stories for both small

"WE TAKE TREMENDOUS PRIDE IN THE SAVINGS AND THE SMALL BUSINESS AND DVBE PARTICIPATION WE HAVE ACHIEVED TO DATE, AND WE CONTINUE TO WORK TO EXPAND THOSE BENEFITS TO OTHER AREAS OF STATE PURCHASING."

— RON JOSEPH

businesses, which are seeing a positive impact on their economic development, and for the State, which is receiving the very best proposals, and prices possible.

## HELP CALIFORNIA BREATHE EASIER CAMPAIGN REACHES COMMUNITIES

Since the Governor "terminated" a gross polluting vehicle at the *Breathe Easier* launch in March of this year, the campaign has worked to help to educate the public about the impact and associated negative health effects of high-polluting vehicles on air quality and to promote the retirement or repair of those vehicles through the Consumer Assistance Program (CAP).

CAP is the Bureau of Automotive Repair's (BAR) program that will pay vehicles owners \$1,000 to turn in their automobile if it fails the Smog Check and qualifies for the program.

On August 12, Secretary Fred Aguiar, kicked off opening day at the California State Fair with a little destruction. In promotion of the *Breathe Easier* campaign, Fred Aguiar joined with a large crowd of fairgoers to count down the demolition of a gross polluting vehicle. This popular

exhibition was performed throughout the duration of the State Fair. BAR representatives also staffed a booth, and spoke with attendees about the



BAR Chief Dick Ross interviewed before State Fair car crush

importance of getting dirty cars off the road and handed out information about the CAP program.

Health and Human Services Agency Secretary Kimberly Belshe addressed fairgoers on September 1, discussing health issues associated with smog, particularly the effects pollution has on children.

On August 23, 2005, Assembly Member Bonnie Garcia was featured crushing cars on the hour-long television morning show, *A Primera Hora*.

To promote *Breathe Easier*, BAR officials have staffed outreach events around the state, including the Los Angeles County Fair, the Pacoima Beautiful Annual Family Day and at the Latino Business Association Expo in Los Angeles.

### Governor Signs Legislation

On October 17, 2005 the Governor signed AB 383 (Montañez) into law, which will make it possible for more low-income drivers to participate in BAR's Consumer Assistance Program by expanding the income eligibility criteria for the program.

Assembly Member Montañez commented, "Governor Schwarzenegger's support for my bill, AB 383, is a clear signal of his desire to protect California's environment. By signing this important legislation, more low-income motorists will qualify for repair assistance, and this will make a difference in the quality of our air."

### Behind the Scenes

*Breathe Easier* staff have worked to create and implement promotional materials in English and Spanish that will reach a targeted audience. Postcards, brochures and posters have been developed to promote consumer participation in the Consumer Assistance Program. BAR staff will help distribute materials to repair

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Assembly Member Garcia and *A Primera Hora*'s Anchor Pablo Ibañez Look on as a High-polluting car is crushed. (left)

BAR plans to aggressively market the Consumer Assistance Program (CAP) with the use of posters and other literature. (right)



## CALSTRS ADOPTS A NEW MANAGEMENT STRATEGY

CalSTRS has adopted a new management tool called the Balanced Scorecard that will link management goals to the day-to-day operations of CalSTRS.

The Balanced Scorecard identifies four goals that drive all the strategic activities within CalSTRS. These goals relate to quality, customer service, organizational and financial strength, and informed decisions.

Each goal has a statement that amplifies the purpose of the goal, and a set of performance measures that are used to determine the extent to which the goal is being achieved.

Each year, CalSTRS as a whole, and each branch within the retirement system, will identify strategies that

improve performance measures and help achieve each of the goals.

Each week the Executive Staff reviews the execution of the CalSTRS-wide strategies, and each branch reviews their own branchwide strategies monthly. Eventually, each organizational unit will have activity measures linked to specific performance measures identified in the CalSTRS Scorecard.

There are two valuable purposes served by the Scorecard. First, it establishes priorities in determining what strategies are pursued with CalSTRS. If a proposed activity can not be shown to advance a performance measure, it would not be pursued. Second, the review of branchwide strategies with all senior

managers provides an opportunity for transparency in the activities within CalSTRS, identifying those activities which have an impact beyond the individual organizational unit pursuing that activity, and breaking down silos within the organization.



### IN OTHER NEWS:

403bcompare.com, a website that helps STRS members make better informed business decisions, received the 2005 Leadership Recognition Award from the National Association of Government Defined Contribution Administrators.

## DFEH (CONT'D)

*(Continued from page 3)*

employers with 50 or more workers to provide supervisory employees two hours of sexual harassment training every two years. In response to this new requirement, the DFEH is conducting training for employers throughout California. More information on DFEH's training is available at [www.dfeh.ca.gov](http://www.dfeh.ca.gov).

This year, the Governor signed bills

that will help purge discriminatory property records, extend the statute of limitations for minors to file discrimination complaints, and clarify that the Unruh Civil Rights Act and related statutes include the protected bases of marital status and sexual orientation.

The DFEH Communication Center toll-free phone number is 1800 884-1684.

"WE MUST DO EVERYTHING WE CAN TO EDUCATE AND REMIND THE PUBLIC ABOUT AVOIDING UNFAIR TREATMENT OF OUR FELLOW CITIZENS. SOMETIMES, EVEN UNINTENTIONAL ACTS END UP CROSSING THE LINE BECAUSE OF A LACK OF AWARENESS AND UNDERSTANDING OF THE LAW."

- SECRETARY FRED AGUIAR

## MEASURES SIGNED BY GOVERNOR SCHWARZENEGGER HELP PROTECT CALIFORNIA'S CIVIL RIGHTS

**AB 394** by Assembly Member Niello makes it easier for property owners to strike unlawful restrictive covenants affecting real property.

**AB 1669** by Assembly Member Chu extends the statute of limitations for filing a complaint with the DFEH for persons under the age of 18.

**AB 1400** by Assembly Member Laird clarifies that existing civil rights laws conform to include the same protected classifications throughout.



## ID THEFT REPORT (CONT'D)

(Continued from page 1)

happen," said Aguiar.

Identity theft is the fastest-growing crime in the United States, with more than nine million victims annually and more than a million of those in California. California leads the nation in providing legal rights, remedies and other resources for preventing and responding to identity theft, and the State is already moving forward with steps outlined in the report.

"Much more needs to be done to combat this crime," continued Aguiar.

The report is a comprehensive policy discussion on identity theft and contains recommendations ranging from legislative proposals to outreach strategies that will help educate Californians through efforts by law enforcement, institutions of higher learning and businesses. The report also recommends providing special assistance to identity theft victims and conducting broad-based research into criminal identity theft activity.

Charlene Zettel, Director of the California Department of Consumer Affairs (DCA), announced that further recommendations in the report will be carried out at the next statewide Identity Theft Summit, Teaming Up Against Identity Theft: A Summit on Solutions, scheduled for Feb. 23, 2006, in Los Angeles.

"Consumers, businesses, law enforcement and prosecutors compared notes at the first Identity Theft Summit, identified obstacles to prosecuting this



CALPIRG's Legislative Director Steve Blackledge comments on the identity theft report

crime, and proposed solutions," explained Zettel. "Next year's summit will focus on providing nuts-and-bolts training for key stakeholders."

The California District Attorneys Association (CDAA) hosted this year's summit and will do so again in 2006.

"Governor Schwarzenegger has shown he is committed to the fight against identity theft," said Jan Scully, CDAA President. "His leadership has brought together prosecutors, business, consumer groups and government agencies to fight the epidemic of identity theft crimes in California by working cooperatively to investigate and prosecute identity thieves."

Governor Schwarzenegger has signed numerous identity theft bills into law, adding to the arsenal of privacy protection measures in California.

In October, during a weekly radio address, the Governor talked about the report and what Californians can do to protect themselves against identity theft.

He told his listeners, "It can take years to clean up the mess and restore your credit, especially when the criminals sell the stolen identity to others. We need to bring the hammer down on this type of crime."

"Let's be safe and smart and fight back against identity theft," he concluded.

DCA also took to the radio airwaves shortly after the report was released, releasing six 30-second public service announcements aimed at helping Californians protect their privacy and fight identity theft.

To listen to the California Office of Privacy Protection public service announcements, click on [www.privacy.ca.gov](http://www.privacy.ca.gov).

To listen to the Governor's radio address, click on [www.governor.ca.gov](http://www.governor.ca.gov).

**"WE NEED TO BRING THE  
HAMMER DOWN ON THIS  
TYPE OF CRIME."  
—GOVERNOR ARNOLD  
SCHWARZENEGGER**



To get a copy of the report, click on: [www.idtheftsummit.ca.gov/2005\\_report.pdf](http://www.idtheftsummit.ca.gov/2005_report.pdf).

## HELPING CRIME VICTIMS THROUGH INTER-AGENCY PARTNERSHIPS

A partnership with the Franchise Tax Board (FTB) and the California Department of Corrections and Rehabilitation (CDCR) has enhanced the ability of the Victim Compensation and Government Claims Board (VCGCB) to provide critical assistance to victims of crime in California. The Victim Compensation Program (Program), helps pay for medical treatment, lost wages, mental health counseling, emergency relocation, and funeral expenses for victims of violent crime. The Program is completely supported by the Restitution Fund, which is financed through fines and penalties paid by convicted offenders.

Two years ago the Program approached the FTB with a proposal to participate in FTB's Court Ordered Debt Collection Program. Through this partnership, CDCR has provided information on thousands of parolees who still owe restitution. The Court

Ordered Debt Collection Program has been very successful. These parolees, convicted of crimes in California, have paid over \$2.5 million into the Restitution Fund since the program began in 2003 – funds that would have otherwise gone uncollected.



At the front end of the process, the VCGCB also works extensively with local district attorneys offices and local county probation departments to make sure that appropriate restitution fines and orders are requested in each criminal case. One hundred percent of the restitution fines ordered in criminal cases are deposited in the Restitution Fund. The VCGCB has established agreements with twenty-one California counties to make sure restitution is ordered.

According to Laura Hill, Deputy

Executive Officer of the Restitution Recovery and Assistance Division at the VCGCB, "Partnerships with other agencies are the key to keeping compensation services to crime victims funded in California." As part of the Administrative Office of the Court's Collaborative Working Group on Enhanced Collections, the VCGCB joins with courts and counties to ensure that the judiciary has up-to-date information about restitution laws and practices, and all sectors of the criminal justice system are working together to implement, order, and collect the funds that provide this financial lifeline for crime victims. California is recognized as a national leader for both restitution and victim services.

*More information on the Victims of Crime Program can be found at [www.victimcompensation.ca.gov](http://www.victimcompensation.ca.gov)*

## OSP PURCHASES NEW STATE OF THE ART COLOR DIGITAL PRESS



The Department of General Services (DGS), **Office of State Publishing (OSP)**, has added to the many services provided to OSP customers. The Kodak NexPress Color Digital Press has been installed and is now operational in the Digital Print Services (DPS) Unit.

The **quality of color printing** from the NexPress Color Digital Press is **comparable to conventional offset printing**. DPS will be able to process business cards and short run projects more efficiently using the new color digital press.

In 2006, OSP will have a new Web Store Front. The Web Store Front will enable customers to order business cards on-line and send the order directly to the DPS Unit. This, along with other on-line ordering applications, will allow OSP to effectively print and deliver color documents in a timely manner.

Please contact your OSP Customer Service Representative for more information by calling **1-800-963-7860** or via our website at **[www.osp.dgs.ca.gov](http://www.osp.dgs.ca.gov)**. Be sure to ask your Customer Service Representative for a **free 2006 poster calendar** produced on the new Kodak NexPress Color Digital Press!



## CONTRACTORS STATE LICENSE BOARD TARGETS UNDERGROUND ECONOMY



According to the Employment Development Department, the underground

economy, consisting of individuals and businesses that deal in cash and/or use other schemes to conceal their activities and their true tax liability from government licensing, regulatory, and taxing agencies, is estimated to be \$60 to \$140 billion annually.

Since no one State agency has the resources or the information to tackle the enforcement problem alone, this summer Governor Arnold Schwarzenegger launched the Economic and Employment Enforcement Coalition (EEEC).

"Our State has a dynamic economy, driven by thousands of businesses that succeed through hard work, innovation and creativity and this is good for our state," said Governor Schwarzenegger in a statement. "What's not good for California is when businesses build their success by cheating—not paying taxes or Workers' Comp or exploiting workers. We need to make sure every company is on the same page and nobody is cheating the system."

The Economic Round Table, a non-profit research organization in the Los Angeles area, determined that as many as 28% of the companies in Los Angeles County operate underground. The underground economy is fueled in part by unlicensed contractors who prey upon consumers.

While some companies violate the law out of ignorance, many have made a conscious decision to break the law and undercut their legitimate competition. Too often, these employers fail to pay the required payroll taxes, workers'

Twenty-eight percent of companies in Los Angeles operate underground

Source: Economic Roundtable

compensation insurance, and/or obtain the necessary business licenses. As a result, many legitimate companies are being put out of businesses because a law-abiding employer cannot compete with those who break the law.

State agencies with overlapping jurisdiction in the area of labor law enforcement have joined forces to make a concerted, consistent and effective dent in California's underground economy.

EEEC partners include the Contractors State License Board (CSLB), the Department of Industrial Relations' Division of Occupational Safety and Health (Cal/OSHA), Division of Labor Standards Enforcement (DLSE), and the Employment Development Department (EDD). The State budget provides \$5.5 million and 62

additional enforcement and audit positions to investigate businesses operating in the underground economy.


The EEEEC has already gotten off to a strong start with coordinated sweeps of construction sites in the counties of Santa Barbara, San Luis Obispo, San Bernardino and Tulare. The sweeps have resulted in close to 300 citations and more than three-quarters of a million dollars in potential fines.

"We're all affected by contractors who break the law. Not only do they take business away from legitimate business people, they're putting consumers at risk," said CSLB Registrar Steve Sands. "If a consumer

has a problem, there's very little that can be done to help them. Plus, if a worker gets hurt while on their property, the consumer could be responsible for paying the medical bills."

Other Task Force teams are conducting similar industry sweeps in agriculture, restaurant, car wash, garment manufacturing, janitorial and racetrack businesses.





**SENIOR SUMMIT 2006**  
Protecting and Serving California's Aging Population

FRIDAY, MAY 12, 2006  
SACRAMENTO CONVENTION CENTER  
Sacramento, California

The Department of Consumer Affairs will convene a first ever California summit on senior consumer protection. Local, state and federal agencies will discuss problems facing senior consumers. Panel presentations and interactive workshops will address these issues.

HOSTED BY  
California Department of Consumer Affairs

SPONSORED BY  
Consumer Action

[www.seniorssummit.ca.gov](http://www.seniorssummit.ca.gov)

## State and Consumer Services Agency Departments | Boards | Programs

California African American Museum (CAAM)  
California Building Standards Commission (BSC)  
California Public Employees' Retirement System (CalPERS)  
California Science Center (CSC)  
Department of Consumer Affairs (DCA)  
Department of Fair Employment and Housing (DFEH)  
Department of General Services (DGS)  
Department of Technology Services (DTS)  
Fair Employment and Housing Commission (FEHC)  
Franchise Tax Board (FTB)  
Office of the Insurance Advisor (OIA)  
CA State Teachers' Retirement System (CalSTRS)  
State Personnel Board (SPB)  
Victim Compensation and Government Claims Board (VCGCB)

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## DID YOU KNOW...

**The California Science Center is currently running an exhibit called Magic: The Science of Illusion. You can experience theatrical illusions as an audience member then peek behind the scenes to see how each illusion is accomplished. The California Science Center is located in Los Angeles near the University of Southern California and is free to the public. The Magic exhibits run through December 31, 2005. Check out their website at [www.CaliforniaScienceCenter.ca.org](http://www.CaliforniaScienceCenter.ca.org) for more information on the science of magic and other upcoming exhibits.**

(Continued from page 5) **Breathe Easier Update**

facilities and businesses around the state. Monthly, BAR sends thousands of postcards directly to vehicle owners that have older model year vehicles and are due for their biennial (every other year) smog check.

Breathe Easier materials are available in both English and Spanish and can be found online at [www.breathetheeasier.ca.gov](http://www.breathetheeasier.ca.gov).

A portion of the printing costs for this publication was provided by paid advertising from:

## Department of General Services Office of State Publishing

See their ad on page 8.

If you would like additional information on how to save money on your next printing project, call the Office of State Publishing's Advertising Program at 916-327-5867.

## DEPARTMENT OF CONSUMER AFFAIRS REMINDS CONSUMERS TO GUARD AGAINST FRAUD

Gliding through this year's holiday shopping season with the ease of online retailing could be a delight—or a disaster. The California Department of Consumer Affairs (DCA) encourages consumers to be "Safe and Smart" when making online purchases by remembering simple security and privacy tips to protect their pocketbooks and identity.

"Retail analysts expect more than half of consumer purchases to be made online this season," notes Charlene Zettel, Department of Consumer Affairs Director. "As consumer confidence in the Internet increases, so do the chances for fraud and identity theft."

A 25 percent increase in online purchasing is expected this holiday season, according to a MyPoints.com retail shopping survey. This represents an increase of 2.5 million American shoppers, or \$18 billion in anticipated online sales, based on Forrester Research, Inc. findings.

The DCA's "E-Consumer" tips focus on security and privacy issues and can be found on the department's Web site at

[www.dca.ca.gov/econsumer](http://www.dca.ca.gov/econsumer). The tips include:

- Pick a Card - Just One Card

Using just one credit card when buying online allows you to track your purchases. Use a card with a low credit limit to lower your risk. Don't use an ATM or debit card.

- Know the E-business

Use only reputable e-businesses with a street address and phone number, so you can contact them directly with your questions.

- Read the Privacy Policy - Big Browser is Watching

Don't assume you're anonymous. Web sites can track your browsing activities. Read the company's privacy policy before you type in any personal information. Look for opportunities to "opt-out" of letting the company send you marketing communications or share

your personal information with others.

- Lock In Security

When buying online, look for an unbroken lock symbol in the status bar at the bottom of your Web browser, and "https" at the beginning of the Web site address. The "s" stands for security. This means your personal information is encrypted or scrambled so no one can read it during transmission.

Consumers with online or other privacy concerns will find useful information on the Office of Privacy Protection's Web site at [www.privacy.ca.gov](http://www.privacy.ca.gov) or call 866-785-9663. The Office provides Californians with information and assistance on privacy issues.

For more tips on how to "Be a Safe and Smart Holiday Consumer," check the Department of Consumer Affairs' Web site at [www.dca.ca.gov](http://www.dca.ca.gov).

The California Department of Consumer Affairs promotes and protects consumer interests. Call 800-952-5210 or visit the department's Web site for information on a variety of helpful consumer topics.



SCSA Hosted this year's United Way Campaign Picnic to benefit charities. Pictured (from left to right): SCSA Secretary Fred Aguiar, Veterans Affairs Secretary Tom Johnson, Franchise Tax Board Executive Officer (Interim) Will Bush, Pat Harris, Campaign Chair (CalPERS)





STATE AND CONSUMER  
SERVICES AGENCY

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VISIT OUR WEBSITE  
[WWW.SCSA.CA.GOV](http://WWW.SCSA.CA.GOV)

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The State and Consumer Services Agency is responsible for civil rights enforcement, consumer protection and the licensing of 2.3 million Californians in more than 230 different professions. The Agency also handles procurement of more than \$4 billion worth of goods and services, providing technology services to more than 250 clients, the management and development of State real estate, oversight of two State employee pension funds, collecting State taxes, hiring of State employees, adopting State building standards and the administration of two state museums—the California Science Center and the California African American Museum.

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